

METHOD AND SYSTEM FOR RESCHEDULING WORKLOAD

ABSTRACT

The present invention provides for rescheduling
5 workload. A period is selected. A contacts forecasted
to be received (CRF) value for the selected period is
selected. A contacts forecasted to be handled (CHF)
value for the selected period is selected. A volume of
contacts that can be handled based on agent schedules
10 (CHS) is calculated. A contacts handled intraday value
(CHI) is determined based on these values, possibly also
using values for contacts actually received and handled
and perhaps using backlog values and/or backlog threshold
values. The CHI value is then overwritten as a function
15 of the CHI value of a previous period, the contacts
actually handled (CHA) value of a previous period, and
other metrics of contact processing.